

Dear FCC. I am a heavy VRS user! I use VRS for my business daily and it is a godsend. I find that people respect me so much more if I use VRS rather than TRS. Another feature I use frequently is Video Mail. I was lucky enough to sign up with a provider to get it before the FCC disallowed it. You would be amazed at the difference in the way I conduct my life with VRS and Video Mail.

I get better response, better information, and much more respect as a person when I use VRS and ask people to call me on my video email number to leave messages. Communication is so much more effective. I use it several times a day!

Hearing people have commented to me "It is SO much better than the 'old' way (TRS)!"

I find that they are more willing to conduct business with me. What does this result in? More opportunity for me (and all deaf people) which leads to higher level of jobs and higher salaries which leads to higher taxes I pay for the government.

Please make video email available for deaf and hard of hearing people! Video mail access is needed to achieve functional equivalency.

Not to allow video mail violates an FCC rules that says that providers must be capable of handling any type of phone call.

The Commission has an obligation to encourage new forms of relay technologies, which would include video mail. Why the FCC continues to promote or encourage TRS is beyond me! It's obvious to me that the commissioners and staffers have not used TRS or VRS much. IF you have, you would know that VRS is far more superior! And we wouldn't have to be begging you to give us functional equivalency! I sure hope some day you are not in our shoes having to beg for access to something that you already take for granted. The telecommunications system!

Thank you.